

## Warnings, Cautions and Notes

Throughout this guide, the following conventions are used to identify important information.

**WARNING** - Warning messages indicate where personal injury could result from not following the correct procedures.

**CAUTION** - Caution messages indicate where damage to equipment could result from not following the correct procedures.

**NOTE** - Notes convey important information that is identified within the text.

## Safety Instructions

Please read all of these instructions before using your printer. Observe the markings on the rear panel of the printer.

- To prevent electric shock do not remove covers.
- Do not attempt to service the printer yourself.
- There are no user serviceable parts inside. In the event of malfunction, refer servicing to your nearest Ultra Electronics service center.
- Use only a power source within the limits marked on the AC adaptor power supply.
- Take care not to spill any liquid on the printer.
- Ensure that the power supply cord is not longer than 6ft. 6ins. (2 metres).
- If using this printer in Germany: To provide adequate short-circuit protection and over-current protection for this printer, the building installation must be protected by a 16 Amp circuit breaker. Bei Anschluß des Druckers an die Stromversorgung muß sichergestellt werden, daß die Gebäudeinstallation mit einem 16 A-Überstromschalter abgesichert ist.

## How to get service or support

If you have a problem with the installation or operation of your Magicard printer, then first please re-check to ensure that you have followed the instructions given in this guide.

We also recommend that you visit our website [www.magicard.com](http://www.magicard.com) where additional FAQs and technical support information are available, together with a "contact us" E-mail form to report any problems.



If you still have a problem you will be covered by our standard warranty and may also be covered by our 3 year UltraCoverPlus extended warranty and Loaner Service. Follow the instructions overleaf under "Warranty" to obtain assistance.

## When Handling the Printer

Avoid touching the thermal printing edge of the thermal printhead. Grease and contamination will shorten its life.

Before transporting the printer, remove the dye film cassette and, if appropriate, the Alto/M Return Plate. Pack the printer in its original packaging.

**1 Unpacking**

**Consumables**

**Note:** To complete installation and begin using your printer you will require a dye film cassette and CR80 PVC cards. The dye film and cards are supplied together as a 100 shot cassette and two 50 card dispensers. (See overleaf for part numbers).

Alto Printer

Power Supply

USB Cable

USB Port Location

See 5.

CD ROM

Cleaning Card

Return Plate - Alto/M only

**2 Location**

The Alto is small and easy to locate near your PC, but please ensure that you allow for top access (for dye film replacement) and rear access (for disconnecting the power supply and operating the 'test' button). In normal operation, only front access is required.

The printer should be installed in a dust-free, office type environment which is maintained at a temperature between 10°C and 30°C (50°F to 85°F) and with a relative humidity of 20 - 70%. The printer should also be protected from strong sunlight and rapid temperature changes.

**IMPORTANT!**

**Remove white plastic transit bracket inside printer before you load any dye film.**

**3 Loading the dye film cassette**

Open the printer lid by squeezing the two 'ears' on the top of the printer together and lifting the lid. Open the dye film cassette bag and withdraw the cassette. There are two arrows moulded in the yellow cassette frame. These should be on top and pointed to the rear of the printer. Locate the cassette spool ends into the four locating recesses and clip the cassette into position, then lower the lid and press down until you hear a loud 'click' as the latch re-engages.

**4 Power up**

Connect the power cable to the power supply 'brick' and plug the power connector into a suitable AC power supply (100 - 240v 50 -60 Hz). Plug the small circular DC output connector into the socket on the right of the printer rear panel (viewed from the rear). With AC power connected, the action of inserting the DC connector will switch on the Alto, and motor noises will be heard as the dye film panels are positioned, followed by the illumination of the green LED on the front panel. Your printer is now ready.

**Note:** Printer operation can now be tested by printing a test card, even without connection to a PC. (See panel below).

**5 Installing the driver CD and connecting to your PC**

**Caution:** It is very important that the printer is powered OFF during the initial stages of driver software installation. Follow the on-screen instructions which will tell you when to power ON. (The printer is powered OFF by unplugging the low-voltage power connector on the rear panel, and powered on by reconnecting it).

Unplug the low voltage power connector and connect the printer to the PC using the USB cable supplied. Insert the CD into the CD ROM drive on the PC. The software should autorun, but if this is disabled on your PC go to 'Start', 'Run' and enter 'D:\autorun' where D is the correct letter for your CD drive. Follow the on-screen instructions to install the driver software, reconnecting the low voltage power when instructed to do so. When installation is complete, remove the CD and you can now begin to use your printer with your chosen application software.

**Note 1:** If you wish to print realistic test cards from your PC before installing your chosen badgemaking software, re-insert the CD and choose the Technical Support section where you will find a selection of self-printing test card images in jpeg format.

**Note 2:** If you are short of USB ports on your PC you can add a low cost USB hub to provide extra ports.

## Congratulations!



**You are now ready to print your first ID card!**

## How to print a test card without using a PC

Reach behind the printer to locate the small 'test' button on the right of the rear panel (viewed from the front), and press it. The green LED will flash for several seconds as a test image is composed. While this is happening you should extract a single card from a card dispenser (see panel) and insert it into the printer card aperture on the front panel until resistance is felt. When the printer is ready to print, the LED will again flash, together with motor noise, and the card should be drawn into the printer and a test card printed.



**Note:** If a subsequent test card is initiated, the image will not need to be composed and the print cycle will begin immediately.

**How to use the card dispenser**

Place the dispenser on a firm surface near the printer with the pointed end facing you. Grasp the top of the dispenser and slide it forward, then push it back to expose the corners of a single card ready for printing. When the printer is ready, grip the edges of the card between thumb and forefinger and pull it from the dispenser. Insert it immediately into the front aperture of the printer.

**Note 1:** Avoid contact with the printable surfaces of the card.

**Note 2:** Alto cardstock is supplied pre-packaged in single-use dispensers containing 50 blank cards. These dispensers keep the cardstock clean, which is very important to achieve blemish-free card images. Once empty, the dispensers should be disposed of or sent for recycling. Do not attempt to refill the dispensers.

**How to clean your Alto**

Open the lid of the printer and remove the dye film cassette. Ensure the printer has power applied. Open the foil packet and withdraw the cleaning card which should be wet to the touch. Press the small 'test' button on the rear panel. The printer will start and the cleaning card can then be fed into the card feed slot on the front panel. The card will be drawn into the printer, the rollers will 'scrub' against the card and the card will be ejected. Repeat using the reverse of the card to ensure the print rollers are perfectly clean.

**Note 1:** Clean your Alto when replacing the dye film cassette, but you may need to clean more often in dusty environments.

**Note 2:** The pen in the cleaning kit (supplied separately) can be drawn across the printhead to clean off any dye film residue.

**How to use magstripe encoding (Alto/M only)**

With the rear of the printer facing towards you, clip the Return Plate into position, ensuring the three plastic locating projections clip into the holes in the rear of the printer, tilting the plate as necessary to ease location. With the plate installed, the Alto/M printer is ready to print and encode data on tracks 1 and 2 using HiCo cardstock. Consumable packages are available which include dispensers with HiCo cards. (See over). Data sent from your application should conform to the ISO encoding standard (Tilda Method).

**Note 1:** When feeding HiCo cards, the magstripe should be underneath and on the right-hand side.

**Note 2:** The plate can be removed by grasping the rear of the plate and pulling to the rear. A strong pull while changing the angle of pull should help to free the plate for removal and transport.

**How to use a HoloKote custom key**

Before introducing your Key you should first setup your Alto printer. To print your own custom mark into the HoloKote pattern, simply drop the key - arrow pointing down - into the slot on the printer's right hand side panel. The next card will be printed with your custom mark. If the key is withdrawn, subsequent cards will not show your custom mark.

This is a simple way to control card authorization. If you have Key Control selected on your key, its first use will modify the printer operating program so that it will only operate when the key is present.

**Caution:** This can only be reset by the use of another Key which has the Key-Control function set to 'OFF'.

**Note:** Driver settings are available to orient the custom mark for landscape or portrait format cards (Select Advanced).

**How to set up your Alto to use HoloPatch Cards**

When used with HoloPatch cardstock, the HoloKote watermark and the HoloKote Custom Key provide a powerful defense against card fraud. Cards with this feature are available for both plain and magstripe formats (See over).

To select this feature, ensure that the card design allows space for the HoloPatch cut-out, go to 'Printer Settings' from the start menu on your PC, open the 'Magicard Alto/Opera Printer' and Right Click' on it. From the drop down menu select 'Printing Preferences' and then 'Advanced Options'. Set HoloPatch to 'Yes' and click OK. Cards will be printed with a 'cookie cutter' hole in the image lining up with the gold patch on the card.

**Note:** HoloPatch cards should be fed with the gold patch on top, and on the left-hand side.



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If you still have a problem you will be covered by our standard warranty and may also be covered by our 3 year UltraCoverPlus extended warranty and Loaner Service.

Follow the instructions under 'Warranty' to obtain assistance.

### When Handling the Printer

Avoid touching the thermal printing edge of the thermal printhead. Grease and contamination will shorten its life.

Before transporting the printer, remove the dye film cassette. Pack the printer in its original packaging.

If you have warranty enquiries or experience a problem, visit our website [www.magicard.com](http://www.magicard.com) for support

or call our service center.



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Weymouth, Dorset, DT4 9XD, UK  
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CALL US (425) 556 9708

Ultra Electronics Inc.  
MAGICARD US Service Center  
6711 - 176th Avenue NE  
Redmond, WA 98052, USA  
Fax: (425) 556 3962

## APPROVALS

### Federal Communications Commission (FCC) Statement

This equipment has been tested and found to comply with the limits for a Class A digital device, pursuant to part 15 of the FCC rules. These limits are designed to provide reasonable protection against harmful interference when the equipment is operated in a commercial environment. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instruction manual, may cause harmful interference in which case the user will be required to correct the interference at his own expense.

### Canadian Department of Communications Statement

This digital apparatus does not exceed the Class A limits for radio noise emissions from digital apparatus set out in the Radio Interference Regulations of the Canadian Department of Communications. Le présent appareil numérique n'émet pas de bruits radioélectriques dépassant les limites applicables aux appareils numériques de la class A prescrites dans le Règlement sur le brouillage radioélectrique édicté par le ministère des Communications du Canada.

### EU Declaration of Conformity

#### The EU Directives covered by this Declaration

89/336/EEC Electromagnetic Compatibility Directive, amended by 92/31/EEC & 93/68/EEC

72/23/EEC Low Voltage Equipment Directive, amended by 93/68/EEC

#### The Product Covered by this Declaration

Magicard Alto Card Printer

#### The Basis on which Conformity is being Declared

The product identified above complies with the requirements of the above EU Directives by meeting the following standards

BS EN 50 081-1 EMC Generic Emission Standard Part 1  
BS EN 50 082-1 EMC Generic Emission Standard Part 1  
BS EN 60 950 : 1992 Safety of Information Technology Equipment including Electrical Business Equipment

## WARRANTY

### UltraCoverPlus Extended Warranty & Loaner Service



If you purchased your Alto printer in North America or the EU and selected other countries, then you should be covered by our free three year UltraCoverPlus extended warranty and loaner program. Outside of these territories our standard one year limited warranty applies (See below).

- Ultra will**
- Replace without charge a failed printhead whatever the cause of failure (provided Ultra consumables have been used exclusively).
  - Repair without charge a failed printer
  - Provide on request a loan unit to replace a printer returned for repair
  - Pay for all shipments to the customer
- You must**
- Keep this warranty information in a safe place
  - Contact the service line indicated above if you have a problem
  - Promptly ship to Ultra
    - A failed printhead for replacement
    - A failed printer for repair
    - A loan printer when your unit is returned
    - Pay for all shipments to Ultra
- Making a Claim**
- If your product is exhibiting a problem and is covered by UltraCoverPlus, FIRST contact our Tech Support team for troubleshooting. The phone number is listed below.
  - If Tech Support cannot solve the problem and your product is defective, a Manufacturer's Return Authorization Number (MRAN) will be issued to you. Please have the product's model and serial number ready for warranty verification. (See label on rear of printer).
  - Once it has been verified that your product is covered by UltraCoverPlus, please ensure the consignment address is forwarded before 1pm so that there is no delay in shipment of the loan printer if required.
  - On receipt of the loan unit, please ship the defective product to your Magicard Service Center promptly to avoid rental charges for the loan unit. Retain all accessory items for use with the loan unit.
  - The product should be securely packed in its original packaging with a description of the problem and quoting the MRAN number. Please also mark the MRAN number on the outside of the shipping carton.
  - If your defective unit is not received within two weeks of the loan machine being dispatched from Ultra, a rental charge will apply.
  - Once your product has been repaired it will be shipped back to you. On receipt, please return the loan unit promptly. After a period of two weeks, unless agreed in writing by Ultra, a rental charge will become payable.
  - Insurance and shipping costs incurred in sending the original product for service and returning the loan unit are the responsibility of the customer. Ultra will pay freight costs to ship the loan unit out and to return the repaired item. If your printer is not covered by UltraCoverPlus, it may still be covered by our standard 12 month warranty.

## Limited Warranty Information

**1) Coverage:** Ultra Electronics Ltd Warrants that the MAGICARD printer shipped with this Warranty statement will conform to the manufacturers specifications and be free from defects in materials or workmanship for a period of **12 months** from the date of original purchase by the user, but there are additional conditions on the printhead Warranty (see paragraph 2).

**2) Limited Printhead Warranty:** Ultra warrants that, under normal use and service, thermal printheads will be free from defects in material and workmanship for a period of twelve (12) months from the date of original purchase or for a quantity of 10,000 printed cards, whichever comes first, provided that Ultra-approved card media is utilised. If a Warranty claim is submitted for a defective printhead, Ultra will have the right to inspect the printhead and samples of the printed and blank ID cards used with it for the purpose of verifying that the claimed defect has not been caused by non-Ultra approved media, or by foreign particles or substances which have caused chemical or physical damage. Ultra's decision in any such claims shall be final.

**3) Warranty Claims:** If the MAGICARD printer proves defective during this period, please contact the Ultra Service Center, at the address and telephone/fax number given below. The Ultra Service Center personnel may first ask you to carry out certain simple checks to confirm the nature of the problem, and if a return is appropriate they will give you a Return Authorisation Number (MRAN) and consignment instructions to the appropriate repair center. Ultra will, at its option, repair or replace the defective parts at no charge to the customer.

**4) Warranty Limitations:** The Warranty does not apply to MAGICARD printers that have been:

- Damaged through physical or electrical mishandling.
- Damaged through operation in environments which are outside normal office conditions in terms of corrosive atmosphere, temperature, humidity, shock or vibration.
- Improperly installed or interfaced to other products which may exhibit software problems or expose the MAGICARD to improper voltages or control signals.
- Used with consumables from any source other than Ultra Electronics.
- Serviced or interfered with by anyone other than an Ultra Authorised Service provider.

**5) Shipping:** Insurance and shipping costs incurred in sending the MAGICARD printer for Warranty service are the responsibility of the customer. Whenever possible Ultra Service Centers will use the same class of shipping service selected and paid for by the customer to return the printer. Return shipping costs from Ultra to the customer will be at Ultra's expense. After obtaining the MRAN as described above, the printer should be securely packed in its original packaging with proof of date of purchase and a note describing the problem and quoting the MRAN. The printer must be sent to the service center address supplied with the MRAN by the main service center. This address may be different to the address listed below, but will generally be closer to you. Please also mark the Return Authorisation Number on the outside of the shipping carton. All customs duties and taxes, if applicable, are the responsibility of the customer.

**6) Applicability:** The Warranty and remedy provided above are exclusive and in lieu of all other warranties, either express or implied, including but not limited to, implied warranties of merchantability and fitness for a particular purpose. Any statements or representations made by any other person or firm are void. Neither Ultra Electronics Ltd nor its affiliates shall be liable for any loss, inconvenience, or damage, including direct, special, incidental, or consequential damages, resulting from the use or inability to use the Ultra product, whether resulting from breach of Warranty or other legal theory even if Ultra has been advised of the possibility of such damage or loss. This Warranty is governed by the laws of England. Any dispute arising out of or relating to this Warranty shall be submitted for arbitration of this dispute or disputes pursuant to the rules and regulations of the UK Arbitration Act. This Warranty gives you specific legal rights, and you may also have other legal rights which vary from country to country so the above limitations and exclusions may not apply to all customers.

## CONSUMABLES

### Alto Consumables

**PCF6** - 100 blank PVC cards in dispensers plus 100 shot YMCKO dye film cassette.

**PCF8** - 100 PVC Holopatch cards in dispensers plus 100 shot YMCKO dye film cassette.

**PCF10** - 100 blank peel-and-stick cards in dispensers plus 100 shot YMCKO dye film cassette for use with prox cards, etc.

### Alto M Consumables

**PCF7** - 100 Hi Co magstripe cards in dispensers plus 100 shot YMCKO dye film cassette (Alto M).

**PCF9** - 100 Hi Co magstripe Holopatch cards in dispensers plus 100 shot YMCKO dye film cassette (Alto M).

We recommend that you use only Magicard consumables which have been tested for color fidelity and consistency from batch to batch, and are also guaranteed to safeguard your UltraCoverPlus warranty rights (If applicable).



## CLEANING KITS

### Alto and Alto/M

CK1 - Cleaning kit 5 T cards, 1 pen.

The Magicard T-Card cleaning system and pen is easy to use.

Regular cleaning is essential to keeping your printer in good shape.



## HOLOKOTE SECURITY



Ultra's patented HoloKote anti-counterfeiting system is a built-in feature of your Magicard printer and cannot be copied or bypassed. HoloKote costs absolutely nothing to use and if you require a custom logo, turnaround times and set up charges for custom keys are minimal.

## HOLOPATCH CARDS



For even greater security, try HoloPatch® cards. When you print with HoloPatch cards, one of the HoloKote security logos is highlighted by a highly reflective 'super-diffuser' patch, making the logo clearly visible at a distance and under all lighting conditions.

Contact your dealer for supplies



Alto & Alto/M Printers

## QuickStart Guide



Customers in North America, EU and selected other countries enjoy **UltraCoverPlus 3 year extended warranty, support and loaner program.**



standard



standard



option



option



Alto/M



THE BRITISH STANDARDS INSTITUTION



UL



CE



CCC



ISO 9001

## ABOUT THIS GUIDE

This guide is to assist you with the set-up and use of your Alto printer.

The printer models covered by this document include:-

Alto Printer (Std.) M9005-724  
Alto Printer (Mag.) M9005-725

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The HoloKote® feature of Magicard® printers is protected by US PATENT No: 5,990,918 and by EUROPEAN PATENT SPECIFICATION EP 0 817 726 B1.

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